

Scope of Work

I General Requirements

- A. The university shall comply with the rules, regulations and policies as outlined by the Department of Health & Welfare (DHW) Child Care Resource & Referral/Professional Development Operations Manual, Temporary Assistance for Needy Families (TANF), Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PWORA), 45 CFR 260, OMB Circulars A-21 and A-133.
- B. The university shall ensure that procedural safeguards are followed in confidentiality requirements according to IDAPA 16.05.01, Protection and Disclosure of Department Records.
- C. The purpose of this contract is to support the goals and objectives of the Idaho Child Care Program, which is to support Goal 5 of the Department's Strategic Plan, "Identify and recommend solutions for opportunities to align structures, people and technology while improving communication and customer service in support of the desired outcomes of all other goals."
- D. All work delivered through this scope of work shall be shared with staff, subcontractor, and service providers to assure their knowledge of the expectations and ability to meet contract expectations.
- E. The university, University of Idaho – The Center on Disabilities and Human Development (CDHD), or a subcontractor shall perform the services described in this contract in support of the goal to advance quality, affordability, and accessibility in child care and early childhood education in Idaho.
- F. These services will be provided in accordance with the "Child Care Resource & Referral – Professional Development System Operations Manual" (CC/PDS Operations Manual). Said manual will be jointly developed and mutually agreed upon by the principles to this contract. This manual will be developed and distributed subsequent to the signing of this contract.
- G. Services to be provided include: Professional development; and Child Care Resource and Referral (CCR&R).
- H. Professional Development includes, but is not limited to:
 - 1. Encourage child care provider participation in the professional development system. Provider participation shall be voluntary.
 - 2. Incentives for child care providers, recognizing achievements whether in training, longevity, or performance.
 - 3. Tiered Training.
 - 4. Training shall include education and skill set development for special needs children.
 - 5. Continuously evaluating and revising training offered based on input from providers and parents.
 - 6. A child care provider "rating system".
 - 7. Maintain a case file on trainers
 - 8. Consumer education
 - 9. Utilize the Idaho CareLine as the primary statewide contact number.
 - 10. Equitable and consistent distribution of services statewide.
- I. Child care Resource and Referral includes, but is not limited to:
 - 1. Enrollment and registration of child care providers in the Idaho Child Care Program (ICCP).
 - 2. Referral services.
 - 3. Collect and maintain data on ICCP providers. (Both a paper file and an electronic database using NACCRRAware.)
 - 4. Consumer education.
 - 5. Utilize the Idaho CareLine as the primary statewide contact number.
 - 6. Equitable and consistent distribution of services statewide.
- J. The university shall assure that all service provision is delivered by persons who meet provider Qualifications and provide evidence of licensure, certification, and any other applicable provider qualifications of the Idaho Child Care Program.

II Professional Development System

- A. The Professional Development System will enhance the quality of child care in Idaho by encouraging Continuity of child care and the use of developmentally appropriate and evidence based early Childhood education techniques by child care providers
- B. The Professional Development System will include a provider “rating system” which will provide Parents with information regarding the qualifications of child care providers.
- C. The Professional Development System will reward all types of child care providers who work to improve and refine their skills, which stay in the business, and utilize training received. Child care providers include, but are not limited to;
 - 1. Centers
 - 2. Families
 - 3. Relatives
 - 4. Foster parents
 - 5. Groups
- D. The university shall ensure that the Professional Development system is consumer responsive, timely, culturally sensitive, and uses only best practices materials and high quality trainers. Training shall include education and skill set development for special needs children.
- E. The university shall issue annual cash incentives and recognition certificates identifying provider achievements, whether in longevity, training, or performance.
- F. The university shall continuously gather provider input in developing and revising curriculum for training and the ranking/recognition system.
- G. Training services will be provided or coordinated by the university at times and through methods to accommodate all types of providers. All or some training services may be sub-contracted.
- H. The university shall ensure that a consistent and equitable distribution of services is available statewide. The university shall locate and distribute resources statewide at minimum cost to the provider. Reasonable accommodation will be made for providers who live in remote or rural locations.
- I. The university will maintain a case file of internal providers that will include at minimum:
 - 1. Credentials
 - 2. Trainings given
 - 3. Assessments
 - 4. Evaluations
- J. The university shall collect and disseminate to the providers and general public consumer education Information about the Professional Development system. At a minimum, this includes:
 - 1. Information about the provider “rating system”;
 - 2. Tiered training and incentives; and
 - 3. Participation is voluntary.
- K. The university will recruit providers, encouraging them to participate in the professional development system.
- L. The university shall seek out alternative sources of funding for education and professional development to this project. The university shall employ collaboration efforts that will result in increased efficiency and reduce duplication of services, allowing funds to be used more effectively. The university shall partner with business by educating and prioritizing the importance of quality care for children as it impacts their workforce retention and productivity.

III Child Care Resource and Referral

- A. The services under this contract will improve child care and early childhood education through advancement of quality, accessibility, and affordability.
- B. The university will provide enrollment and registration services for child care providers as required by the rules and regulations of the ICCP.
- C. The university will collect and maintain data in a method specified by the Department, including using the NACCRRAware data program that will be supplied by the Department.
- D. The university will ensure all ICCP provider registration requirements are met and maintain file documentation that support said requirements. Refer to the CC/PDS operations Manual for specifics.
- E. The university will provide a referral process for families seeking child care in Idaho. The referral will include information about the rating system on child care providers. The university will utilize the Idaho CareLine as the primary point of contact for referrals.

- F. The university will recruit child care providers in Idaho to participate in the ICCP program. This shall include recruitment of child care providers for special needs children.
- G. The university shall distribute information related to child care and early childhood education. This information will be culturally sensitive and respectful of the diverse cultural values present in the state.
- H. The university shall ensure that a consistent and equitable distribution of services is available statewide.
- I. The university shall collect and disseminate to the parents and general public consumer education information that will promote informed child care choices. At a minimum, this includes:
 - 1. Information regarding the full range of provider services available;
 - 2. Health and safety requirements;
 - 3. Information about the ICCP; and
 - 4. Information about the Professional Development System.

IV Monitoring

- A. The Department shall monitor the university's service delivery performance. Refer to Appendix B for performance requirements.
- B. The university shall provide to the Department supporting documentation of financial expenditures and services provided under this contract.
- C. The university shall provide to the Department an adequate area in which to work while conducting the review.

V Reports/Records/Documentation

- A. The university shall provide reports as outlined in Appendix D.
- B. The university shall obtain signed consent as appropriate for release of information in order to request records that are deemed necessary.

VI Quality Assurance

- A. In cooperation with the Department, the university shall develop a quality improvement plan that Documents the process to be used in assuring the quality of services provided for each task.
- B. In cooperation with the Department, the university shall submit a written customer service policy that describes how the Departments Customer Service and Strategic plan shall be incorporated into policies and training for their staff.
- C. The university shall meet regularly or as needed with Department staff to discuss individual case status, treatment recommendations, and service responsibilities.

VII Close out

- A. As directed by the Department, the university shall provide a summary of the outcome(s) attained, and recommendation for continued service or changes to provide the most effective outcome for the service.
- B. In the event the university or the Department terminates the contract, all equipment with a current value of \$5,000 or more purchased with contract funds, as well as all applicable fiscal, training, and provider records connected with the ICCP and the Professional Development System shall be returned to a site designated by the Department within two weeks of the contract termination.

VIII Transition Plan

- A. The university shall describe how they will provide a transition plan to facilitate a smooth transition, of the contracted functions, from the university, either back to the Department or to another university designated by the State.